

JOB POSTING DETAILS

Employer	Agero (Agero)	Job Type	RI
Job Title	Work From Home - Canadian French Speaking - Customer Service	Duration	Full Time
ES Job ID	13154	Location	Sault Ste. Marie/Hybrid
Date Posted	August 9, 2022	Closing Date	September 20, 2022

Job Overview - Description & Duties

About Agero

Wherever drivers go, we're leading the way. Agero's mission is to rethink the vehicle ownership experience through a powerful combination of passionate people and data-driven technology, strengthening our clients' relationships with their customers. You can learn more about the company at www.agero.com.

About the Role

In this role, you are trained to respond to inbound contacts via phone, chat, and SMS from existing and prospective customers. This position is the first line of contact and is responsible to leave a customer with the very best impression of Electrify America. Delivering exceptional experiences and focusing on creating long term customers is a priority. You will respond to customers and utilize computer applications to provide professional service.

ESSENTIAL FUNCTIONS:

- Engage with existing and prospective Electrify America customers via phone, chat, and SMS
- Provide courteous, professional and timely responses to a continuous volume of customer inquiries
- Identify, research, understand and address all facets of customers' requests
- Ensure content of oral and written communication meets the needs of the target audience
- Build and foster relationships with partners
- Engage leaders and partners when presenting escalations and/or solutions
- Answers routine service calls and logs them as appropriate on the computer system.
- Attends assigned training sessions for further improvement in client and customer satisfaction, client information and job performance.
- Adheres to all company and specific Contact Center policies and procedures.
- Completes any work as assigned by Management.

Details about your Training

Your attendance is critical to your success and as such is a requirement for the duration of training and performance will be continually assessed throughout. Paid training will be held Monday - Friday with times varied by class. Please make sure you can commit to the full training schedule prior to joining.

Details about your Work Schedule

Mornings, mid-days, evening, and overnight shifts may be available
Full Time = 40 hours per week

Required Skills

Agents (soon to be you!) that excel in this role possess

Empathy, listening skills, and a courteous attitude to focus on providing quality customer service.
Problem solving skills necessary to make decisions and take action based on sound reasoning, and independent judgment.
Excellent oral and written communication skills.
Collaborates with peers, supervisors, and management to achieve corporate and client goals.
Able to adapt to a changing work environment

Other Requirements

EDUCATION: High School Diploma/G.E.D or equivalent work experience

EXPERIENCE:

0-1 year of customer service experience.

Ability to work successfully in a call center environment (sitting, talking with customers in a repetitive, regimented environment for an 8 hour shift).

Good written communication skills and high level of comfort providing quality customer service via writing. Ability to create a response in the tone that is appropriate for our customer's platform of choice (Phone, chat, SMS etc.)

Ability to work in a fast-paced, extremely customer-focused multi-channel contact center

Self-motivated with the ability to multitask

Understand, communicate and display the ability to provide exceptional customer experiences

Ability to work independently and efficiently, yet be a team player

Proficient in Microsoft Office/PC skills

Understanding and/or willingness to learn about electric vehicles of the EV charging industry

Ability/willingness to learn new systems and technology

COMPLEXITY: Utilizes empathy, listening skills, and a courteous and a helpful attitude to focus on providing quality customer service. Strong oral and written communication skills. Able to adapt to a changing work environment and the willingness to learn new skills and develop greater job knowledge.

WORKING RELATIONSHIPS: Communicates with associates, customers and clients in a professional manner. Effectively teams with peers, supervisors, and management to achieve corporate and client goals.

ADDITIONAL REQUIREMENTS: Flexible work schedule including nights, weekends, and holidays as business need dictates.

How to Apply

Applicants can go to agero.com/careers to apply.